

**CALIFORNIA DEPARTMENT OF CHILD SUPPORT SERVICES**

P.O. Box 419064, Sacramento, CA 95741-9064



August 16, 2001

CSSIN LETTER NO. 01-27

TO: ALL IV-D DIRECTORS  
ALL DISTRICT ATTORNEYS  
ALL COUNTY ADMINISTRATIVE OFFICERS  
ALL BOARD OF SUPERVISORS

**Reason for this Transmittal**

- ☐ State Law or Regulation Change
- ☐ Federal Law or Regulation Change
- ☐ Court Order or Settlement Change
- ☐ Clarification requested by One or More Counties
- ☒ Initiated by DCSS

SUBJECT: OMBUDSPERSON, COMPLAINT RESOLUTION, AND STATE HEARING  
PROCESS INFORMATION BINDER

AB472 (Chapter 803, Statutes of 1999) requires the implementation of a Complaint Resolution process and State Hearing process to resolve complaints received from custodial parties and noncustodial parents.

The Department of Child Support Services (DCSS) has developed regulations, a data tracking system, forms, brochures, and other documents needed to implement the Complaint Resolution and State Hearings processes. For your convenience, we have compiled these documents into an informational binder.

In the near future, DCSS will provide local child support agencies with training materials. If you have any questions or concerns regarding this matter, please contact Francine Woods, Chief of Customer and Community Services Branch at (916) 464-5337.

Sincerely,

CURTIS HOWARD  
Assistant Deputy Director  
Child Support Services Division

